

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT IV -
Office of Ombudsman

SALARY GROUP: A15

DEPARTMENT: Parole Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Stuart Jenkins DATE: 12/04/2014
051165

I. JOB SUMMARY

Performs advanced administrative support and technical program assistance work. Work involves coordinating the dissemination of information; developing filing systems; coordinating administrative support work; and supervising the work of others. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Performs advanced technical assistance work for the Parole Division Ombudsman Office; prepares, interprets, and disseminates information regarding agency programs, policies, and procedures; coordinates work between organizational units of the agency; and provides liaison with local, state, and federal agencies, and the public.
- B. Responds to inquiries regarding technical program and administrative regulations, policies, and procedures; assists in researching technical issues; and prepares suggested responses for review.
- C. Coordinates the preparation, editing, and distribution of correspondence, reports, studies, forms, and other documents; compiles and edits data, makes calculations, and prepares reports; and develops and maintains filing, record keeping, and records management systems.
- D. Supervises the work of others.

* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Criminal Justice, Business Administration, Public Administration, or a related field preferred. Each year of experience as described below in excess of the required two years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Two years full-time, wage-earning secretarial, administrative support, or technical program support experience.
3. One year full-time, wage-earning experience in the supervision of employees.
4. Computer operations experience preferred.
5. Experience in data gathering and assessment preferred.
6. Parole process, correctional custody, or law enforcement experience preferred.

B. Knowledge and Skills

1. Knowledge of office practices and administrative procedures.
2. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill to interpret and apply rules, regulations, policies, and procedures.
7. Skill to review technical data and prepare technical reports.
8. Skill to prepare and maintain complex records and files in an automated system.

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9. Skill in problem-solving techniques.
10. Skill to plan work in order to meet established guidelines.
11. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
12. Skill in the electronic transmission of communications.
13. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.